



**MWH Soft, Inc.**

Caltran  
Monrovia Landscape Department  
850 E. Huntington Dr.  
Monrovia, CA 91016

May 08, 2004

To Immediate Supervisor and Superintendent of Monrovia Landscape Department,

I am writing this letter to express my gratitude to the noble and respectful acts of two of your fellow workers, namely, Mr. Steven Semenick and Mr. Kevin Pratt.

My name is Roger Ro. I have been living in City of Arcadia for almost two years and working in City of Pasadena for 15+ years. On Wednesday, May 5, 2004, I misplaced my laptop on top of the trunk of my car and drove away after a field testing of a new product. I realized my omission in around 15 minutes and the laptop could be found no more after several attempted searches along the route I took. The laptop computer was newly acquired (two months ago) and its bare worth is \$3196.00. It is a fancy and the top of line laptop with all the additional accessories. In addition, it has lots of invaluable business data stored in its 60GB hard drive. I filed a police report that night to the police department of Arcadia. The report number is 04-2760. According to the officer who handled my report, the hope to recover such a high-end computer was glimmering as time past. He finally classified my report as a "Lost/Stolen" case.

Thursday May 6, 2004, while I was busy trying to recover as much data as I could at my office, my cellular phone rang with an unfamiliar number flashing on the screen. It was from Mr. Semenick. To my surprise, he told me that they found my laptop and he even proposed to bring it to me during his break. I was shocked but overjoyed and wanted to pick it up immediately. I scheduled an appointment with Mr. Semenick and met him and Mr. Pratt around 11:30am. Except scratches on the shell, my laptop survived. They noticed the computer being left on the side of the freeway ramp Wednesday. Since they found it was still there the next morning, they decided to try their best to identify the owner. Their challenge was that there was no contact information on the laptop's case. Praise the LORD, these two honest men did not give up and, eventually, Mr. Pratt, with his excellent computer knowledge, was able to determine my initial. After matching hundreds records in my address book, they found my cellular phone number and initiated the contact.

Overjoyed by the excitement of being able to recover my computer, I could only expressed my gratitude simply and quickly when I received my laptop from their

300 North Lake Avenue  
Suite 1200  
Pasadena, California 91101

Tel: 8886976384  
6265686868  
Fax: 6265686870

*Delivering Innovative Projects and Solutions Worldwide*



**MWH Soft, Inc.**

hands. Both gentlemen were merely sharing my joys with their smiles without telling me a word of all the efforts they spent on my behalf. I returned to my car and was eager to go back my office to retrieve the data. After I drove away, my curiosity struck me and made me wanted to know where they located my lost computer and, most importantly, without any tag or label on my laptop, how they were able to reach me with my cellular phone. I went back immediately and obtained all the preceding facts together with their names. I told myself I just found two endangered species and the world deserves to know.

The dignified behaviors of Mr. Semenick and Mr. Pratt reflect the work ethics and moral principals held by the Landscape Department of Caltran Monrovia Office. It is my belief that there is no good player unless there are good teammates and, most importantly, a good coach. Even though I have no idea how long you have been having these two fine gentlemen in your department, I want to congratulate you for a remarkable leadership. You, through Mr. Semenick and Mr. Pratt, have established a distinguished reputation. As a tax payer and proud resident of the neighborhood of Arcadia and Monrovia, I am honored to be served by a public entity that is highly professional and holds integrity and high moral standard.

Mr. Semenick and Mr. Pratt deserve, on my options, a public and formal recognition so such a representative act can be transformed into an ongoing encouragement for their coworkers as well as the communities they have been serving. Once again, I appreciate the opportunity of being served and look forward to more quality public services from your division. Please pass my applause to the entire crew. They are entitled to share the same honor earned by these two fine public servants. At last, thank you for your influential leadership.

Kind Regards,

Roger J Ro  
Vice President  
Director Product Development  
MWH Soft, Inc.

300 N. Lake Ave., Suite. 1200  
Pasadena, CA 91101  
Phone (626) 568-6868  
Fax (626) 568-6870  
www.mwhsoft.com

300 North Lake Avenue  
Suite 1200  
Pasadena, California 91101

Tel: 8886976384  
6265686868  
Fax: 6265686870

*Delivering Innovative Projects and Solutions Worldwide*